

CONNECTICUT

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2004

Total Number of Fraud and Identity Theft Complaints from Connecticut Consumers = 6,170



Fraud Complaints from Connecticut Consumers = 4,170

Top Fraud Complaint Categories for Connecticut Consumers

| Rank | Top Categories | Complaints | Percentage ¹ |
|------|--|------------|-------------------------|
| 1 | Internet Auctions | 1,169 | 28% |
| 2 | Shop-at-Home/Catalog Sales | 587 | 14% |
| 3 | Foreign Money Offers | 489 | 12% |
| 4 | Internet Services and Computer Complaints | 377 | 9% |
| 5 | Advance-Fee Loans and Credit Protection/Repair | 212 | 5% |

¹Percentages are based on the total number of fraud complaints from Connecticut consumers (4,170).

Amount Paid Reported by Connecticut Consumers

| Total No. of Complaints | Total Amount Paid Reported | Total Complaints Reporting Amt Pd | Percentage of Complaints Reporting Amount Paid | Average Amount Paid ² |
|-------------------------|----------------------------|-----------------------------------|--|----------------------------------|
| 4,170 | \$2,736,671 | 3,212 | 77% | \$852 |

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by Connecticut consumers (3,212).

Top Connecticut Consumer Locations for Fraud Complaints

| Consumer City | No. of Complaints |
|---------------|-------------------|
| Hartford | 213 |
| Groton | 176 |
| Stamford | 173 |
| New Haven | 130 |
| Windsor | 104 |



Identity Theft Complaints from Connecticut Victims = 2,000

Identity Theft Types Reported by Connecticut Victims

| Rank | Identity Theft Type | No. of Victims | Percentage ¹ |
|------|--|----------------|-------------------------|
| 1 | Credit Card Fraud | 689 | 34% |
| 2 | Phone or Utilities Fraud | 418 | 21% |
| 3 | Bank Fraud ² | 276 | 14% |
| 4 | Employment-Related Fraud | 164 | 8% |
| 5 | Government Documents or Benefits Fraud | 132 | 7% |
| 6 | Loan Fraud | 98 | 5% |
| | Other | 440 | 22% |
| | Attempted Identity Theft | 140 | 7% |

¹Percentages are based on the 2,000 victims reporting from Connecticut. Percentages add to more than 100 because approximately 18% of victims from Connecticut reported experiencing more than one type of identity theft.

²Includes fraud involving checking and savings accounts and electronic fund transfers.

Top Connecticut Identity Theft Victim Locations

| Victim City | No. of Victims |
|-------------|----------------|
| Hartford | 170 |
| Bridgeport | 112 |
| New Haven | 90 |
| Stamford | 82 |
| Waterbury | 79 |